

PRV – Processing Returned and Notification of Changes for Automated Clearing House (ACH) Transactions

Purpose:

If notified by Wells Fargo ACH Services that an ACH transaction was rejected, a onetime Electronic Funds Transfer (EFT) transaction request will be made by the Department of Human Services (DHS) Fiscal Management (FM) if new EFT information is on file. If new EFT information is not available for a provider doing business under a Social Security Number, a debit card will be issued to the provider by Xerox. Debit Cards are not issued to a provider doing business under a Tax Identification Number. DHS Fiscal Management and Provider Services receive an email of the EFT notification of changes, rejects and returns from Wells Fargo ACH Services on Monday mornings following the payment cycle. The documentation appears on three separate reports:

- a. Notification of Change Report identifies accounts in which EFT was successful, however the payee information needs to be adjusted
- b. Return Item Report identifies accounts that the EFT failed.
- c. Reject Item Report identifies accounts that the EFT failed.

Identification of Roles:

- a. IME Provider Services – Notifies DHS Fiscal Management if new EFT information is available or if the money needs to be placed via EFT on a debit card.
- b. DHS Fiscal Management – Processes a onetime EFT transaction request to a provider's new EFT account or debit card account on Fridays following the EFT reject notification
- c. IME Core – Sends an updated file to Xerox for issuance of a debit card and automatically uploads returned information from Xerox
- d. Xerox – Issues a debit card to the provider

Performance Standards:

N/A

Path of Business Procedure:

Step 1: Import the Wells Fargo ACH EFT reports found in the imeproviderservices@dhs.state.ia.us mailbox into OnBase

- a. The Enrollment Specialist imports the report into OnBase to the Check Research queue PRV02

Step 2: Keyword the ACH EFT Report and Contact the Provider

- a. Keyword the ACH EFT document found in the PRV02 Check Research queue in OnBase.
- b. The Associate Analyst key words the document.
 1. Select the Enter Keywords task in OnBase
 2. Enter the NPI number of each transaction on the Wells Fargo report.
 3. Select the submit option when complete

Notification of Change Report:

- a. Attach a General Memo note to the report stating “Enrollment – EFT notification of changes, please handle”
- b. Click the “Send to EFT” task which creates a copy of the report and sends it to the PRV03-EFT queue to have changes made by the Enrollment Specialist
- c. Click the “Complete “ task button in OnBase

Reject or Returns Reports:

- a. Call the provider by using the telephone number found on screen 1 of file 9 (Provider Subsystem in the Medicaid Management Information System (MMIS). Inform the provider of the EFT rejection and that the EFT account information has been removed from the provider file:
 1. **Tax Identification Number:** If the provider does business under a Tax Identification Number and does not have new EFT information on file, the Enrollment area places a hold on the provider file so that future payments are not generated. If the EFT information is received within five (5) days the hold is removed and an EFT request is made to FM for the amount rejected (Refer to Step 7 for EFT Reissue). If no response is received from the provider within five (5) days regarding the EFT rejection, FM is notified to move the money and the claims associated with the EFT rejection are credited in MMIS
 2. **Social Security Number:** Check OnBase for new EFT account information. If new information is found verify the information with the provider and advise that a onetime EFT transaction will be made using the new account information. If there is no new EFT information currently on file a debit card will be issued to the provider doing business under a Social Security Number using the following guidelines when confirming the address:
 - a. If the provider indicates that the address has changed and MMIS is not correct, ask the provider if the most current claim submitted has the correct address. Verify this information by pulling up the claim in OnBase. If the claim shows the correct address, send an e-mail to the Enrollment area (dsmith4@dhs.state.ia.us) and attach a copy of the claim requesting that the *Pay to Address* be changed on MMIS.
 - b. If the claim does not show the correct address and no current change of address request is on file, ask the provider to verify their NPI number and social security number/tax identification number and take the address change over the telephone. Send an e-mail to the Enrollment area (dsmith4@dhs.state.ia.us) requesting that the *Pay to Address* be changed on MMIS per phone call to provider. Advise the provider to send in the address change.
 - c. If the provider cannot be reached because the telephone number is disconnected, the debit card is to be mailed to the *Pay to Address* shown on MMIS.

- d. Attach a General Memo note to the report stating "Enrollment-EFT reject, please remove" along with the following information
 1. Date the payment was made
 2. National Provider Identifier (NPI)
 3. Provider's address
- e. Click the "Send to EFT" task which creates a copy of the report and sends it to the PRV03-EFT queue to have changes made by the Enrollment Specialist
- f. Create call log and place appropriate notes on the contact log

Step 3: The Enrollment Area performs the MMIS updates based off the EFT reports

Step 4: The Core Unit sends the daily account maintenance file data to Xerox

Step 5: Xerox processes changes and returns the updates to the IME

Step 6: The Core Unit automatically updates MMIS with returned information from Xerox

Step 7: The Associate Analyst requests funds be made via EFT

- a. Once MMIS has been updated with new EFT account information or the returned Xerox information for debit cards, a request is made to DHS Fiscal Management to transfer the funds to the new EFT account or place funds on the debit cards for those providers whose EFT was rejected.
 1. Complete the EFT Reissue Form and send an e-mail to DHS FM, Rosemary Johnson (Rjohnso3@dhs.state.ia.us) and copy Natalie Storm (Nstorm@dhs.state.ia.us) and Jeanette Wiig (Jwiig@dhs.state.ia.us) requesting that the money for the EFT rejections be sent via EFT to the new account or placed on the debit card if no EFT was received.

a.

Step 8: Complete the EFT research

- a. Place a note on the payment research document in OnBase indicating the date the card will be mailed
- b. Select the Complete task option in OnBase

Forms/Reports:

Electronic Funds Transfer (EFT) Authorization Form 470-4202
EFT Reissue Form

RFP References:

N/A

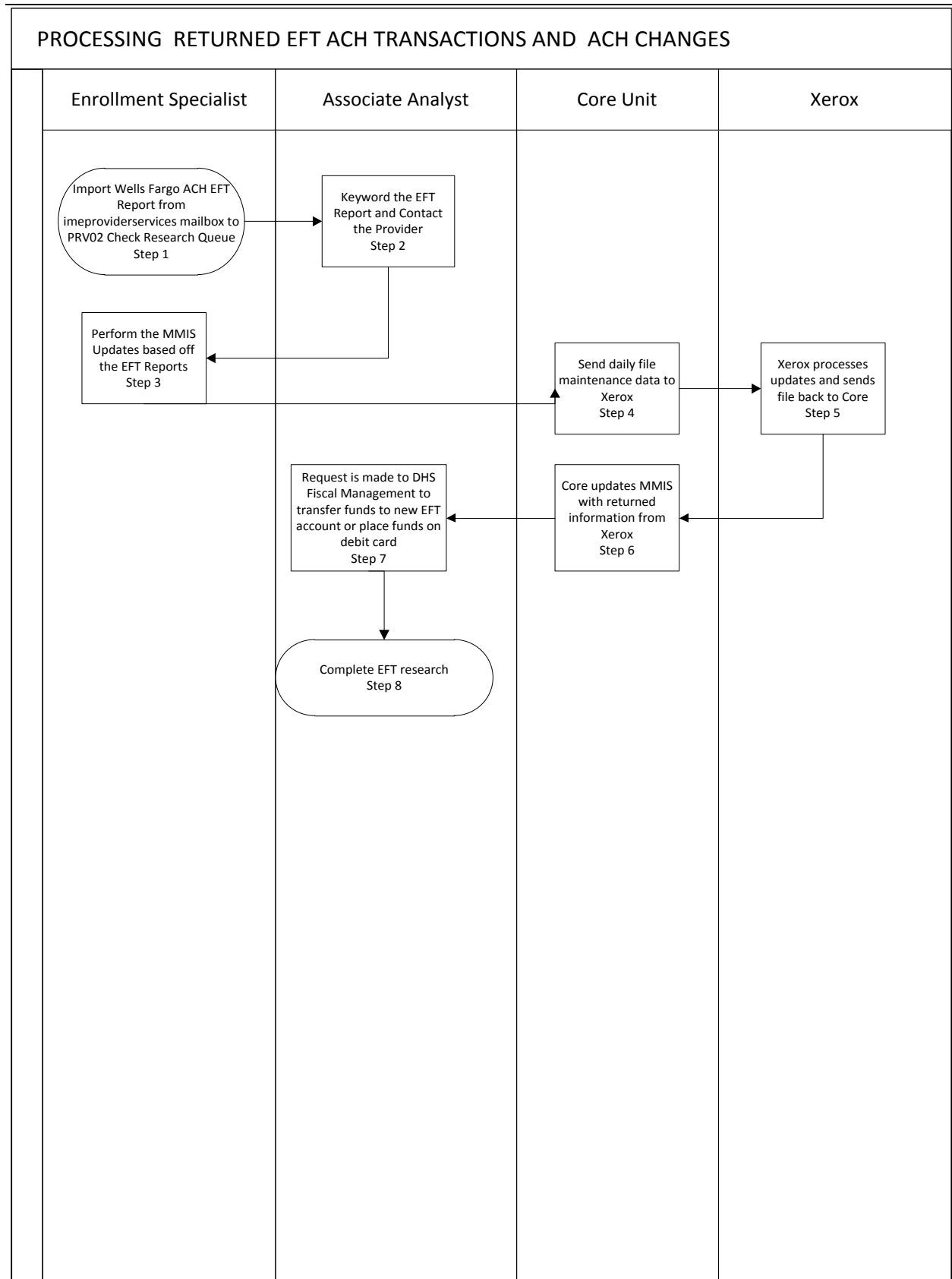
Interfaces:

Iowa Department of Human Services
Iowa Medicaid Enterprise (IME)
IME Provider Services

Wells Fargo Bank
DHS Fiscal Management
MMIS
OnBase

Attachments:

Process Map
EFT Reissue Form



EFT REISSUE FORM

Provider Name:

NPI Number:

Amount of EFT Reject:

Date of Original EFT Reject:

New Bank Routing #:

New Bank Account #:

Checking or Savings?